



# 4 ways to help in the moment

*Tips from clients & staff*

## 1. Have a conversation.

If you are approached by, or come across someone who might need help, ask them how they are, what they need and be sure to listen. If you feel comfortable, you can say something like:

- “How are you?”
- “What do you need?”
- “I have an extra water bottle. Would you like it?”

***Remember: The person with lived experience is the expert on what they need. Get consent before taking action.***

## 2. Know who to call. (Save these numbers into your phone.)

After talking with your neighbor, ask who you should call.

- **Shelter or resources:**
  - 211:** Maryland Helpline for information on food, substance use assistance, health care and more.
  - 443-984-9540:** Baltimore City Shelter Hotline
- **Medical attention:**
  - 410-433-5175:** Baltimore Crisis Response   **311:** Non-emergency number
  - 911:** Only call if the person is an immediate threat to themselves or others.
    - Let them and anyone else nearby know that police may show up.
- **24-hour, crisis hotlines:**
  - 800-273-8255:** National Suicide Prevention Hotline
  - 410-889-7884:** House of Ruth Domestic Violence Hotline

## 3. Learn how to respond to an opioid overdose with Narcan.

Narcan or Naloxone is a medication that reverses an opioid overdose. Get Narcan and learn how to use it at:

- [baltimoreharmreduction.org](http://baltimoreharmreduction.org)
- [dontdie.org](http://dontdie.org)

## 4. Contact us.

If you know someone who wants to be connected to our services:

- **Give them our phone number: 410-837-5533**
- **Email us: [contactus@hchmd.org](mailto:contactus@hchmd.org)**

You'll be connected with a Community Health Worker or Outreach Worker to figure out how we can best support your neighbor.